

## **CITY OF BURBANK**

### **ASSISTANT GENERAL MANAGER – CUSTOMER SERVICE & MARKETING**

#### **DEFINITION**

Subject to administrative determination of policy, to manage an operating division in the municipal utility department; and to do related work as required.

#### **ESSENTIAL FUNCTIONS**

Directs the operation and maintenance of a division within the utility; directs customer service, marketing, and public information activities of the utility; develops, presents, and implements fiscal plans; directs personnel administration; confers with the General Manager on policies; monitors and reports on division operations; prepares reports for presentation to the City Manager, City Council, and regulatory agencies; confers with department managers and officials of BWP and other utilities and directs the division's operations to secure the best coordination possible with such other organizations; reviews federal, state, and local laws and ordinances relevant to the operation of the division; reviews purchases and personnel actions; may act as department manager in the absence of the General Manager; supervises, trains, and evaluates employees; makes effective recommendations regarding hiring, promotions, and transfers; effectively recommends disciplinary action as needed, up to and including termination; drives on City business.

#### **MINIMUM QUALIFICATIONS**

##### **Employment Standards:**

- Knowledge of – administrative, financial, and technical problems of management including budget and fiscal administration, personnel administration, public relations, marketing, basic principles of customer service and account management as applied to a utility.
- Ability to - plan, direct, and coordinate service operations; provide leadership to a group of subordinate managers; analyze technical and administrative problems and develop effective solutions; communicate effectively, both verbally and in writing; prepare and present reports and public addresses; supervise and direct the work of others; establish and maintain effective working relationships with supervisors, fellow employees, and the public.

**Education/Training:** Any combination of education and/or experience that has provided the knowledge, skills, and abilities necessary for acceptable job performance as determined by the City. Example combination includes, but is not limited to graduation from an accredited college with major work in business, customer relations, marketing, accounting, or finance; six (6) years of administrative experience, including three (3) years in the planning, direction, and coordination of a division or section of a governmental business or utility organization.

**License & Certificates:** A valid California Class “C” driver’s license or equivalent at time of appointment.

#### **SUPPLEMENTAL INFORMATION**

**Desirable Qualifications:** Experience in public or investor-owned utility.